



FNB Connect WhatsApp Daily, Weekly and Monthly data bundles.

FREQUENTLY ASKED QUESTIONS

Date Created: 26 January 2021

Date Last updated: 31 July 2023

Author: Harish Tanniru

Version: V2.0

Version Control:

Version	Date	Author(s)	Release Module	Comment/Updates
1.0	26/01/2021	Lauren Adriaan	Initial Draft	
2.0	31/07/2023	Harish Tanniru	2.0	Legal team suggestions has been added to the document.
3.0	08/08/2023	Harish Tanniru	3.0	Reviewed by all teams, document updated.

Document Distribution and Sign-Off List:

Name and Surname	Role	Sign-off Required	Signature	Date
Palmer Shadrack	Product Head			
Coetzee-Stein Cherise	New Product Development Manager			
Ishfaq Asvat	Product Manager			
Thakor Sarika	Legal Head			
Meyer Inge	Pillar Marketing Lead			
Maseko Buyisile	Pillar Sales Lead			
Marlon Joel	Client Service Head			

## WhatsApp bundles

### 1. What is a WhatsApp bundle?

A WhatsApp bundle allows you to use WhatsApp without depleting your regular data bundle. WhatsApp bundles allow you access to the WhatsApp messaging App and allow you to send and receive messages, photos, videos, files, voice notes, etc. You may familiarise yourself with the full suite of WhatsApp specific offerings on the WhatsApp application itself.

### 2. Can I make video and voice calls using my WhatsApp bundle?

No. The WhatsApp bundle does not cater for WhatsApp video or voice calls. WhatsApp voice or video call sessions will not deplete from your WhatsApp bundle. Instead, it will deplete from any active; inclusive data bundle, any additional data bundle, or your airtime (if you have selected to activate data out of bundle).

### 3. Can I download or update my WhatsApp application with my WhatsApp data bundles?

No, you will not be able to use your WhatsApp data bundle to download or to update your WhatsApp application.

### 4. Who can buy a WhatsApp Daily, Weekly and Monthly bundle?

- Existing and new FNB Connect customers (including customers who have ported into FNB Connect).
- Customers on FNB Connect Prepaid, Lifestyle plans, Data only plans and TalkMax plans.
- Customers on LTE data only plans cannot buy a WhatsApp bundle.

### 5. Where can I buy a WhatsApp Daily, Weekly, or Monthly bundle?

WhatsApp bundles are available on the channels listed below:

- USSD \*147#
- FNB App
- FNB Online banking (once you have logged in to your profile)
- FNB Cell phone banking (\*130\*321# or \*120\*321#)

### 6. What are my WhatsApp bundle options?

WhatsApp Bundle Size	Bundle Validity	Price (Retail price includes VAT)
50MB	1 Day	R3.00
100MB	7 Days	R5.50
250MB	30 Days	R12.00
1GB	30 Days	R35.00

### 7. How can I check my WhatsApp bundle balance?

You can view balances on your FNB Connect SIM card from the following FNB channels:

- USSD (\*147#)
- USSD (\*111# for summarised balances)
- FNB App
- FNB Online banking (once you have logged in to your profile)
- FNB Cell phone banking (\*130\*321# or \*120\*321#)

## WhatsApp bundles

**8. Is there a limit to the number of times that I can purchase a WhatsApp bundle?**

No. There is no limit. You can purchase bundles as many times as you'd like.

**9. Is it possible to purchase a WhatsApp Daily, Weekly and Monthly bundle at the same time?**

Yes, you can buy WhatsApp Daily, Weekly and Monthly bundles at the same time.

**10. Is it possible to purchase a WhatsApp bundle and a regular data bundle at the same time?**

Yes, you can buy WhatsApp bundles and regular data bundles at the same time.

**11. Is it possible to use my WhatsApp bundle on international roaming?**

No, WhatsApp Bundles do not work on international roaming.

**12. Is it possible to transfer my WhatsApp bundles?**

No, WhatsApp data bundles cannot be transferred.

**13. Do WhatsApp data bundles roll over?**

No, WhatsApp bundles cannot be rolled over or have the validity extended.